



## Community Center Locations

**Downtown Austin:** Palm Square Building  
100 N. IH 35, Suite 2000 Austin TX 78701  
Phone: 512-854-4120 Fax: 512-854-4118

**South Austin:** Post Road  
2201 Post Road, Suite 101 Austin TX 78704  
Phone: 512-854-9130 Fax: 512-854-9158

**Oak Hill:**  
8656 A Hwy 71 W, Suite 1000 Austin TX 78735  
Phone: 512-854-2130 Fax: 512-854-2145

**Del Valle:**  
3518 FM 973 South Del Valle TX 78617  
Phone: 512-854-1520 Fax: 512-854-1528

**Jonestown:**  
18649 FM 1431, Suite 6A Jonestown TX 78645  
Phone: 512-854-1500 Fax: 512-854-1510

**Manor:**  
600 W. Carrie Manor St. Manor TX 78653  
Phone: 512-854-1550 Fax: 512-854-1559

**Pflugerville:**  
15822 Foothill Farms Loop, Suite D  
Pflugerville TX 78660  
Phone: 512-854-1530 Fax: 512-854-1543

**Business Hours @ all Locations:**  
8:00 AM to 5:00 PM; M-F  
Closed on County Holidays

## Helpful Resources



[www.co.travis.tx.us](http://www.co.travis.tx.us)

**Medical Assistance Program**  
(MAP) 512-978-8130

**Women, Infant, and Children's Program**  
(WIC) 1-800-942-3678

**Aircheck - Vehicle Emission Repairs**  
512-854-5020

**Veterans Service** 512-854-9340

# About Our Services



**Travis County  
Health & Human Services  
and Veterans Service  
Department  
Family  
Support Services  
Division**

## Services

### Waiting List for Appointment:

- Utility Assistance
- Rent and Mortgage Assistance
- Prescription Assistance
- Home Repair/ Weatherization Referrals

### Same Day Assistance:

- Food Pantry
- Clothes Closet (Some Sites)
- Professional Social Work Services (By Appointment)
- Indigent Burial (Downtown only, By Appointment)
- Bread & Food Donation Program (Some Sites)
- Job Search Computer Access (Some Sites)

### Partner Agency Services:

- Meals on Wheels Senior Lunch Program (Some Sites)
- Goodwill Job Search Assistance (Some Sites)

## Required Documents

- **Photo ID** (drivers' license, military ID, State ID, etc.)
- **Social Security Card & Numbers** for ALL household members who have them
- **Proof of ALL household income for the past 30 days** (check stubs, Social Security award letters for current year, unemployment, child support, workers comp, Workforce Solutions registration printout, etc.)
- For utility assistance bring your **current utility bill or termination notice**
- For rent or mortgage assistance bring proof of amount owed (**letter from landlord, mortgage statement**, etc.)
- Proof of **Travis County residency**

*Failure to provide the required documents will delay or deny the processing of your request for assistance.*

## Eligibility

**Your eligibility for assistance depends on these factors:**

- Travis County residency
- Income
- Resources/assets (i.e. property, savings)
- Disability status
- Age and number of household members
- How often you receive help
- Your utility provider/landlord
- Extreme temperature dates
- Utility disconnection status
- Proof of participation in workforce development activities

## Application Process

**Applications are accepted at all seven sites from 8:00am to 5:00pm Monday through Friday.** Please include as many of the required documents as possible when you turn in your application.

**Application available online:**

<http://www.traviscountytx.gov/apply>

Once received, **your application will be placed on the waiting list** for that site. When your turn in line comes up, a case worker will call you to discuss your application and schedule an appointment.

**Your application is good for 30 days.** If you have not heard from us (OR if you have not been contacted by us within 30 days) and you are still in need of assistance, you may call us to have your application extended for another 30 days or you may come back in to reapply.